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U.S. Patent and Trademark Office, U.S. DEPARTMENT OF COMMERCE

# **DECLARATION FOR UTILITY OR DESIGN PATENT APPLICATION (37 CFR 1.65)**



Declaration  
Submitted  
With Initial  
Filing

OR



Declaration  
Submitted after Initial  
Filing (surcharge  
(37 CFR 1.10 (e))  
required)

Autonomy Docket Number

420476-94734

First Named Inventor

MANION, Liam

COMPLETE IF KNOWN

Application Number

Filing Date

Art Unit

Examiner Name

I hereby declare that:

Each inventor's residence, mailing address, and citizenship are as stated below next to their name.

I believe the inventor(s) named below to be the original and first inventor(s) of the subject matter which is claimed and for which a patent is sought on the invention entitled:

**IMPROVED LOAD BALANCING IN A NETWORK OF CONTACT CENTRES**

(Title of the invention)

the specification of which



is attached hereto

OR



was filed on (MM/DD/YYYY)

as United States Application Number or PCT International

Application Number

and was amended on (MM/DD/YYYY)

(if applicable)

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment specifically referred to above.

I acknowledge the duty to disclose information which is material to patentability as defined in 37 CFR 1.56, including for continuation-in-part applications; material information which became available between the filing date of the prior application and the latest or PCT international filing date of the continuation-in-part application.

I hereby claim foreign priority benefits under 35 U.S.C. 118(a)-(d) or (f), or 365(b) of any foreign application(s) for patent, inventor's or plant breeder's rights certificate(s), or 365(a) of any PCT international application which designated at least one country other than the United States of America, listed below and have also identified below, by checking the box, any foreign application for patent, inventor's or plant breeder's rights certificate(s), or any PCT international application having a filing date before that of the application on which priority is claimed.

Prior Foreign Application Number(s)	Country	Foreign Filing Date (MM/DD/YYYY)	Priority Not Claimed	Certified Copy Attached?	Yes	No
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

☐ Additional foreign application numbers are listed on a supplemental priority data sheet (PTO/SB/02B) attached hereto.

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This collection of information is required by 35 U.S.C. 115 and 37 CFR 1.65. The information is required to obtain a filing benefit by the public which is to be used by the USPTO to process an application. Such information is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 21 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. There will vary depending upon the individual case. Any comments on the amount of time you require to complete this form under suggestions for reducing this burden, should be sent to a Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing this form, call 1-800-PTO-6180 and select option 2.

**DECLARATION — Utility or Design Patent Application**Direct all correspondence to: ☒ Customer Number: **23644** OR ☐ Correspondence address belowName: **James & Thromburg**Address: **P.O. Box 2768**City: **Chicago** State: **Illinois** ZIP: **60690-2768**Country: **USA** Telephone: Fax:

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements are punishable by fine or imprisonment, or both, under 18 U.S.C. 1001 and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

NAME OF SOLE OR FIRST INVENTOR: ☐ A petition has been filed for this unsigned inventorGiven Name (first and middle if any): **LIAM** Family Name or Surname: **MANNION**Inventor's Signature: **Liam Mannion** Date: **2/2/03**Residence: City: **GALWAY** State: Country: **IRELAND** Citizenship: **IRELAND**Mailing Address: **39 DUN AENGUS THE DOCKS**City: **GALWAY** State: ZIP: Country: **IRELAND**NAME OF SECOND INVENTOR: ☐ A petition has been filed for this unsigned inventorGiven Name (first and middle if any): **SEAMUS** Family Name or Surname: **HAYES**Inventor's Signature: **Seamus Hayes** Date: **2/2/03**Residence: City: **GALWAY** State: Country: **IRELAND** Citizenship: **IRELAND**Mailing Address: **22 GLEANN NA TRA SANDY ROAD**City: **GALWAY** State: ZIP: Country: **IRELAND**City: **GALWAY** State: ZIP: Country: **IRELAND**City: **GALWAY** State: ZIP: Country: **IRELAND**☒ Attached inventors or a legal representative are duly sworn to the following: (Supplemental sheets) PTO/SB/02A or 02LH attached hereto.



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**DECLARATION****ADDITIONAL INVENTOR(S)**  
**Supplemental Sheet**  
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Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name <b>DONALD</b>		Family Name or Surname <b>MCNELIS</b>	
Inventor's Signature		Date	
Residence: City <b>FALKIRK</b>	State	United Kingdom Country	United Kingdom Citizenship
3 STYLES PLACE Mailing Address			
Mailing Address			
City <b>FALKIRK</b>	State	FK1 5BD ZIP	United Kingdom Country
Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name <b>PAUL</b>		Family Name or Surname <b>KELLY</b>	
Inventor's Signature		Date	
Residence: City <b>CO. GALWAY</b>	State	IRELAND Country	IRELAND Citizenship
POLLNABANNY BRIDGE Mailing Address			
TEMPLEMARTIN Mailing Address			
City <b>CO. GALWAY</b>	State	ZIP	IRELAND Country
Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name		Family Name or Surname	
Inventor's Signature		Date	
Residence: City	State	Country	Citizenship
Mailing Address			
Mailing Address			
City	State	ZIP	Country

Burden Hour Statement: This form is estimated to take 21 minutes to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231.

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application of:	§	Attorney Docket No. _____
	§	
Serial No.: n/a	§	
	§	
Filed: Herewith	§	Group Art Unit: n/a
	§	
Title: Improved Load Balancing in a	§	Examiner: n/a
Network of Contact Centres	§	
	§	

Commissioner for Patents  
Washington, D.C. 20231

POWER OF ATTORNEY FOR  
PATENT APPLICATION

Nortel Networks Limited, a Canadian corporation having principal offices at:

**Nortel Networks Limited**  
**2351 Boulevard Alfred-Nobel**  
**St. Laurent, Quebec H4S 2A9, Canada**

the owner by assignment of the entire right, title and interest to the invention for Improved Load Balancing in a Network of Contact Centres, by Liam Mannion, Seamus Hayes, Donald McNelis and Paul Kelly, and in and to the application for patent and any Letters Patent, whether domestic or foreign, that may issue thereon, by virtue of the assignment (check as applicable):

- ☒ Recorded Concurrently Herewith  
☐ Recorded on \_\_\_\_\_  
☐ Recorded at Reel \_\_\_\_\_ Frame \_\_\_\_\_  
☐ Copy Attached

hereby appoints the following attorneys and/or agents to prosecute this application and transact all business in the Patent and Trademark Office connected therewith:

Thomas E. Smith (Reg. No. 18,243, Dennis M. McWilliams (Reg. No. 25,195), James R. Sweeney (Reg. No. 18,721), William M. Lee, Jr. (Reg. No. 26,935), Glenn W. Ohlson, (Reg. No. 28,455), David C. Brezina (Reg. No. 34,128), Jeffrey R. Gray (Reg. No. 33,391), Timothy J. Engling (Reg. No. 39,970), Gerald S. Geren (Reg. No. 24,528), Peter J. Shakula (Reg. No. 40,808), Robert F.I. Conte (Reg. No. 20,354), Howard B. Rockman (Reg. No. 22,190), Mark J. Nahnsen (Reg. No. 51,093), Mark A. Hagedorn (Reg. No. 44,731);

its attorneys with full power of substitution and revocation, to prosecute all domestic and foreign patent applications, including PCT and EPO filings, relating to said invention and to transact all business connected therewith, including signing of all papers on its behalf and making alterations and amendments.

The undersigned is the representative for the Assignee of the entire right, title, and interest in the patent application identified above, and is authorized to act on behalf of the Assignee.

NORTEL NETWORKS LIMITED

27 August 2003.  
Date

R. Free.  
Name: Dr Rachel Free

Senior Patent Attorney  
Title